



COMPLAINTS POLICY

If at any time a parent/carer of a child who attends Fusion has a complaint against the Club or a member of Staff, then they should follow the procedure below. Usually matters can be resolved quickly through dialog between the parent/carer and The Management team. If not, then the complaint should be made more formally as detailed in Step 2 below. Complaints are formally recorded and kept in a Complaints File and are available for any parent/carer to see. Confidentiality is maintained in all reports. This means that no names (adults or children) will be included in the report.

Step 1

Speak with the Management Team about any concerns or problems you have when they occur.

The Management Team will investigate the matter and report back to you to discuss with you and inform you of any action that will be taken as a result of your complaint. Usually this will happen on or after the day the complaint is made, if not, then within 2 working days.

If the problem cannot be resolved, then:

Step 2

Make your complaint in writing and send to **Tracy Wilkins of Fusion Childcare Services at 45 Cranbourne Drive Harpenden Hertfordshire AL5 1RJ**. Please give, as much detail as you can and include names, dates and times, please be specific in your description so we can fully understand what you are unhappy about.

Your letter will be acknowledged within 7 working days of receipt. We will again discuss the issue with you and inform you of our investigations into the matter within 14 days. You will be kept informed of what is happening and given a response within 7 days of completion of the investigation.

Further Details

If any individual members of staff are concerned with the issue, then they will be questioned on the complaint and ask to make a report in writing at either Step 1 or Step 2.

If Child Protection issues are raised, the Management Team will refer the situation to Fusion Designated Safeguarding Lead (DSL), who will then contact Children's Services and follow the procedures of our Safeguarding Policy. If a criminal act may have been committed the Police will be contacted.

Making a complaint to Ofsted:

Any parent/carer can submit a complain to Ofsted about Fusion Childcare Services at any time, Ofsted will consider and investigate all complaints: Ofsted's address is:

Ofsted, Piccadilly Gate, Store Street Manchester M1 2WD

Telephone: 0300 123 1231 (General Enquiries) 0300 123 4666 (Complaints)

Adopted on:	Last reviewed on:	Reviewed on:	Next review Date:
04.01.12	01.04.2026	01.09.2026	April 2027
<i>Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2026): Safeguarding and Welfare Requirements: Complaints [3.101-3.102].</i>			
Signed and approved:	Fusion Childcare Services		